



15201 Betmakers Kiosk (TSST)

USER SERVICE MANUAL

Version History

Dec. 2021 V 0.4 Release Version

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01	Nov 2021	N/A	DRAFT COPY	KR
02	24-11-2021	5790	UPDATED SERVICE MANUAL	L.DICKSON
03	03-12-2021	5790	AMENDED SERVICE MANUAL: FORMAT & CLARIFICATION OF STEPS	L.DICKSON
04	15-12-2021	5790	ADDITION OF FCC NOTATION	L.DICKSON
05	21-03-2022	5847	UPDATE CHAPTER 5.6 FROM: 4x SCREWS TO: 2x SCREWS. ADDITION OF 400W TO POWER SUPPLY (2.1.3 ELECTRICAL)	L.DICKSON
06	31-08-2022	6049	UPDATE TO MANUAL DUE TO TIMCO FCC FEEDBACK	L.DICKSON

Who Should Use This Manual

This guide is intended for those responsible for the installation and use of the Kiosk.

It contains information on:

- Installation and set-up instructions
- Operational requirements
- Kiosk Hardware Component Overview

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Notices

Note: For any safety-related incident that occurs related to this machine, the field personnel involved must immediately follow regular Safety Incident Reporting and contact the following department:

Neo Products Pty Ltd.

62-66 Pacific Drive

Keysborough, VIC 3173

Phone (03) 9701 1511

The System Services Representative (SSR) should check the following:

1. Ensure that the Kiosk is plugged into a properly grounded outlet.
2. Ensure that the ground wires are properly secured at each end and not pinched.

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SAVE THESE INSTRUCTIONS

Chapter 1 - Safety Information – READ THIS FIRST

Read the following information before operating the equipment.

Definitions of Hazard Levels:

The word **DANGER** indicates the presence of a hazard that has the potential of causing death or serious personal injury.

The word **CAUTION** indicates the presence of a hazard that has the potential of causing moderate or minor personal injury.

Chapter 1 - Safety Information

Danger Notices

DANGER: To prevent a possible shock from touching two surfaces with different protective ground (earth), use one hand, when possible, to connect or disconnect signal cables.

DANGER: Overloading a branch circuit is potentially a fire hazard and a shock hazard under certain conditions. To avoid these hazards, ensure that your system electrical requirements do not exceed branch circuit protection requirements.

Refer to the information that is provided with your device or the power rating label for electrical specifications.

DANGER: An electrical outlet that is not correctly wired could place hazardous voltage on the metal parts of the system or the devices that attach to the system. It is the responsibility of the customer to ensure that the outlet is correctly wired and grounded to prevent an electrical shock.

DANGER: When working on or around the system, observe the following precautions:

Electrical voltage and current from power, telephone, and communication cables are hazardous.

To avoid a shock hazard:

- If Neo Products supplied a power cord, connect power to this unit only with the Neo Products provided power cord. Do not use the Neo Products provided power cord for any other product.
- Do not open or service any power supply assembly.
- Do not connect or disconnect any cables or perform installation, maintenance, or reconfiguration of this product during an electrical storm.
- The product might be equipped with multiple power cords. To remove all hazardous voltages, disconnect all power cords.
- Connect all power cords to a properly wired and grounded electrical outlet. Ensure that the outlet supplies proper voltage and phase rotation according to the system rating plate.
- Connect any equipment that will be attached to this product to properly wired outlets.
- When possible, use one hand only to connect or disconnect signal cables.
- Never turn ON any equipment when there is evidence of fire, water, or structural damage.
- Sharp edges, corners and joints may be present in and around the system. Use care when handling equipment to avoid cuts, scrapes and pinching.
- Route all cords away from sharp edges, corners and points, moving parts and heated surfaces, to prevent damage to the cable insulation. Never route cables through openings that do not have smooth well-rounded surfaces or with bushings.
- Protect all cords against physical damage. Never allow objects to be placed on or against the cords, or on surfaces that contact the cords. Ensure cords are positioned not to be stepped on, tripped over, or subjected to damage or stress.
- Inspect the power cord thoroughly and periodically. Do not use the Kiosk if the cord is damaged.
- Grasp the plug to remove it from the outlet. Do not unplug by pulling on the cord.
- Never handle equipment by its cord.
- Fully insert the plug into the outlet.

DANGER: The AC main power cord from the Kiosk is the disconnect means from AC mains.

DANGER: The AC mains power cord of the Kiosk is used as the disconnect means of the AC disconnect box. Disconnect this cord before servicing the AC disconnect box.

DANGER: Hazardous voltage present. Voltages present a shock hazard, which can cause severe injury or death.

DANGER: Heavy equipment – personal injury or equipment damage might result if mishandled. Before lifting the unit consult the manual to determine the weight of the equipment and then perform a risk assessment to determine the most appropriate method for lifting / transporting the equipment.

DANGER: Professional movers are to be used for all relocation activities. Serious injury or death may occur if systems are handled and moved incorrectly.

DANGER: Serious injury or death can occur if loaded lift tool falls over or if a heavy load falls off the lift tool. Always completely lower the lift tool load plate and properly secure the load on the lift tool before moving or using the lift tool to lift or move an object.

Caution Notices

CAUTION: Servicing of this product or unit is to be performed by trained service personnel only.

CAUTION: Energy hazard present. Shorting might result in system outage and possible physical injury. Remove any jewellery before servicing.

CAUTION: For safety when running the printer test, make sure hair is pulled back and personal articles such as ties, necklaces, or bracelets do not get caught in the moving print head.

CAUTION: Hazardous moving parts nearby.

CAUTION: Turn off or remove the fan's connection to power before attempting to service the fan. Ensure the fan has stopped moving before servicing.

CAUTION: The socket-outlet must be installed near the equipment and must be easily accessible.

CAUTION: This product is equipped with a 3-wire (two conductors and ground) power cable and plug. Use this power cable with a properly grounded electrical outlet to avoid electrical shock.

Electronic Emission & Safety Notices

Neo Products cannot accept responsibility for any failure to satisfy the protection requirements resulting from a non-recommended modification of the product.

Properly shielded and grounded cables and connectors must be used in order to meet emission limits. Neo Products is not responsible for any radio or television interference caused by using other than recommended cables and connectors or by unauthorized changes or modifications to this equipment.

Unauthorized changes or modifications could void the user's authority to operate the equipment.

Federal Communications Commission Statement (FCC)

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

NOTE 1: Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. In cases where the manual is provided only in a form other than paper, such as on a computer disk or over the Internet, the information required by this section may be included in the manual in that alternative form, provided the user can reasonably be expected to have the capability to access information in that form.

NOTE 2: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications.

Cable Ferrite Requirement

All cable ferrites are required to suppress radiated EMI emissions and must not be removed.

Electrostatic Discharge (ESD)

Attention: ESD damage can occur when there is a difference in charge between the part, the product, and the service person. No damage will occur if the service person and the part being installed are at the same charge level.

ESD Damage Prevention

Anytime a service action involves physical contact with logic cards, printed circuit boards (PCBs), modules, back-panel pins, or other ESD sensitive (ESDS) parts, the service person must be connected to an ESD common ground point on the product through the ESD wrist strap and cord. The ESD ground clip can be attached to any frame ground, ground braid, green wire ground, or the round ground prong on the AC power plug. Coax or connector outside shells can also be used.

Handling Removed Cards

Logic cards removed from a product should be placed in ESD protective containers. No other object should be allowed inside the ESD container with the logic card. Attach tags or reports that must accompany the card to the outside of the container.

Chapter 2 - Product Description

2.1 Physical Specifications and Operating Environment

The Kiosk is designed to be installed in an indoor, temperature controlled environment.

2.1.1 Mechanical

	Kiosk
Dimensions	20" (L) x 23" (W) x 38" (H)
Net Weight	72lbs
Weight (including pallet)	91lbs

2.1.2 Environmental

Temperature:	Storage:	32° F to 122° F
	Operating:	32° F to 86° F
Relative Humidity:	Storage:	8% to 80% non-condensing
	Operating:	20% to 80% non-condensing

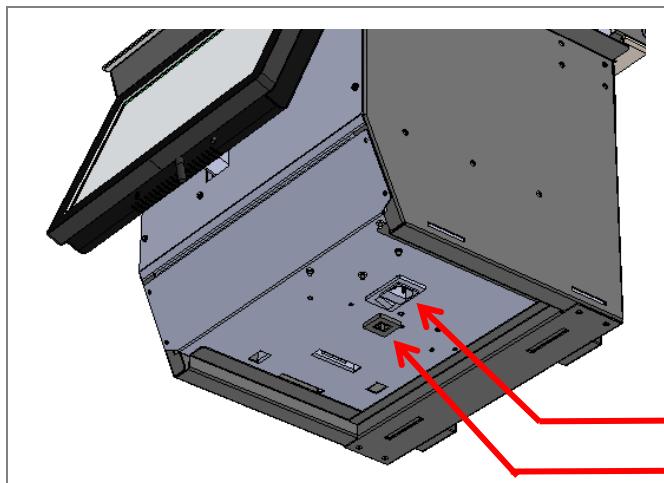
2.1.3 Electrical

- Mains Input: Mains Input to 100-240V AC, 400W, 50-60Hz,
- A dedicated circuit for each Kiosk is not required.
- A grounded power outlet with IEC cable for connection to the Kiosk Pedestal is required.

2.1.4 Communication

Item	Frequency	Power
WiFi	2.412GHz & 5.825GHz	0.04dB
4G LTE	0.71GHz & 2.6GHz	0.158dB
NFC	13.56MHz	0.05dB

2.2 Power connection / Cable Access



The Kiosk is connected to power using and earthed IEC cable this is to be provided by the installer.

Power and Data connection can be accessed from under the unit.

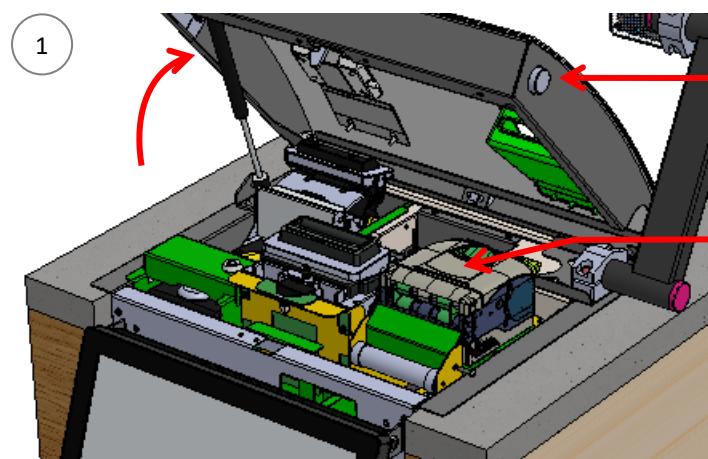
Power on/off switch

Ethernet connection

Chapter 3 - Printer Module

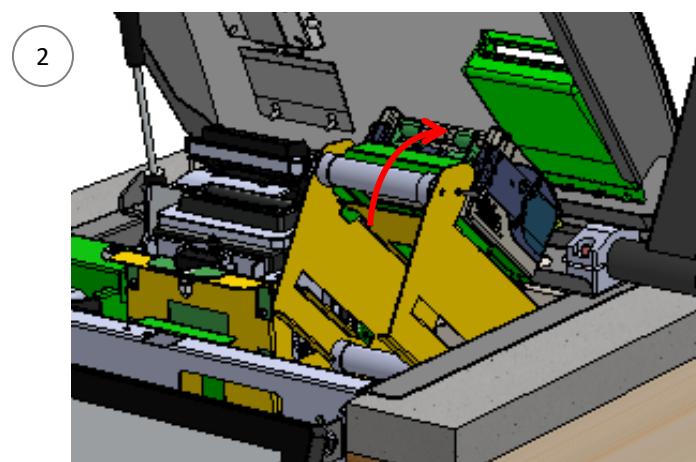
Replacing the Printer Module

CAUTION: Servicing of this product or unit is to be performed by trained service personnel only.

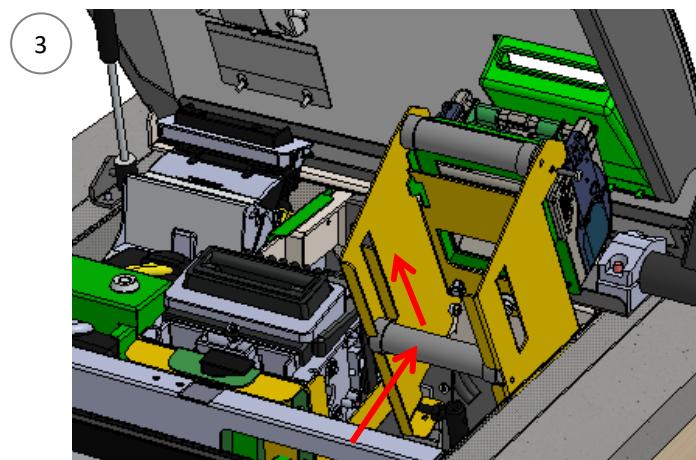


STEP 1 To remove the Printer Module, press the button on the side of the Top Lid to allow the Top Lid to lift open.

Lift the lid open and locate the printer.



STEP 2 Rotate the paper roll bracket to access the used paper roll.



STEP 3 Remove the paper roll spindle.
Push the paper roll spindle inwards to allow it to slide upwards and out of the printer swing bracket.



STEP 4 Undo the Latch Swell to disengage the green printer tray.

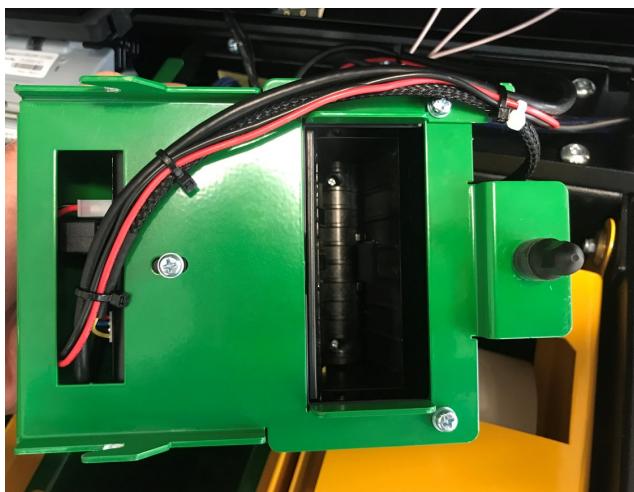
Latch Swell

Chapter 3 - Printer Module

Replacing the Printer Module

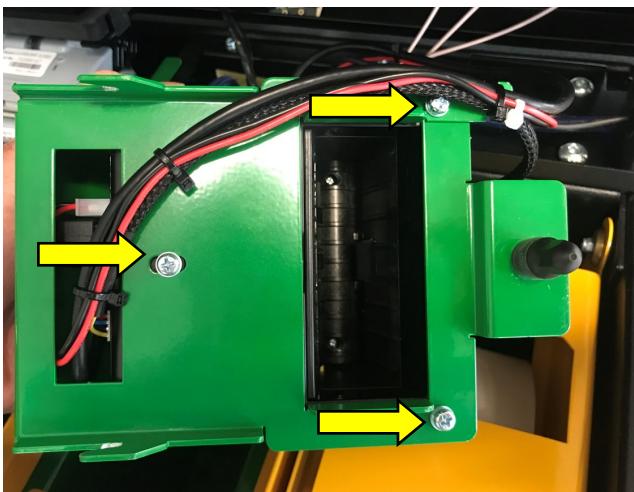
CAUTION: Servicing of this product or unit is to be performed by trained service personnel only.

5



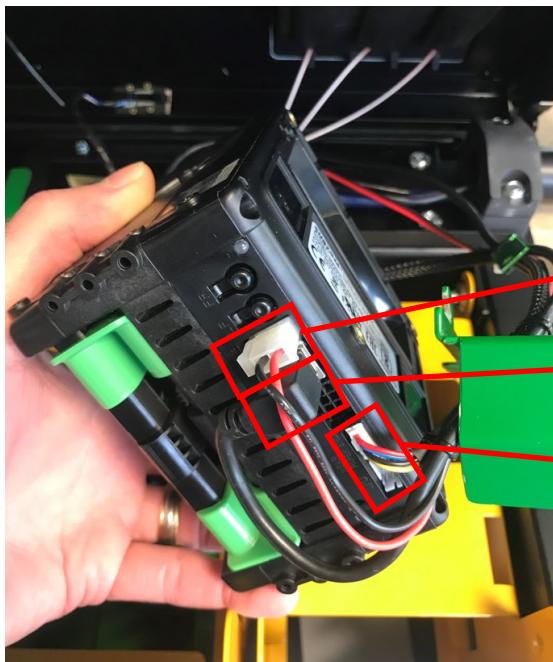
STEP 5 Lift out the green tray containing the Printer Module.

6



STEP 6 Remove & retain 3x Pan Head Screws fastening the Printer Module to the green tray.

7



STEP 7 Remove 3x plugs from rear of the Printer Module.

Printer Power
Data
Low paper sensor

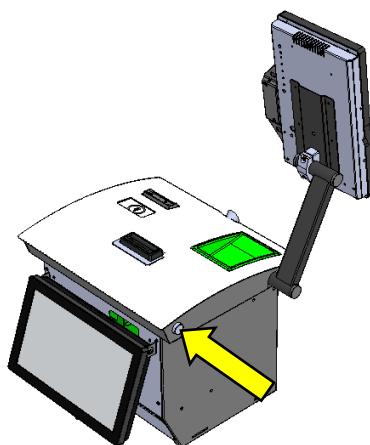
To re-install the replacement Printer Module, follow Steps 1 to 7 in reverse.

Chapter 4 - MSR

Replacing the MSR Module

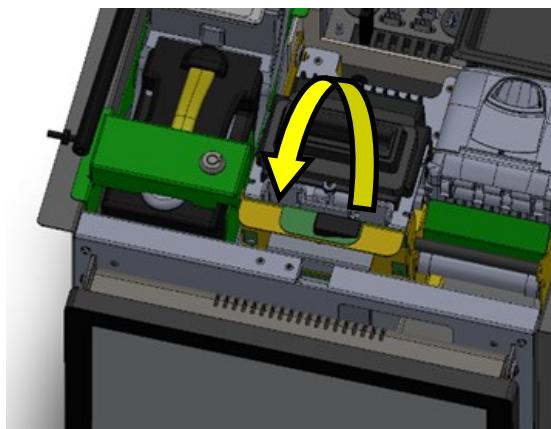
CAUTION: Servicing of this product or unit is to be performed by trained service personnel only.

1



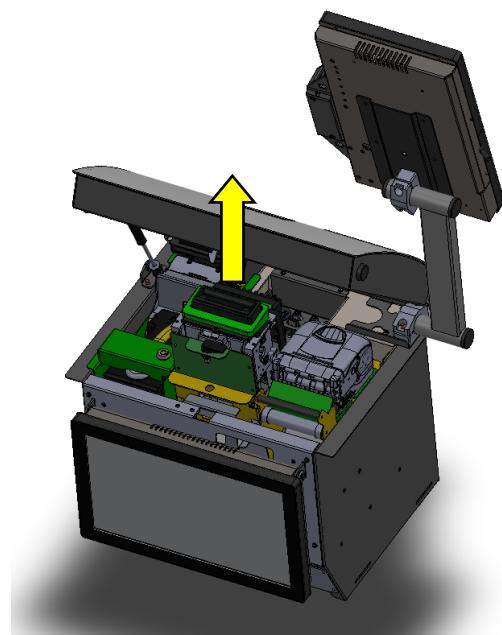
STEP 1 To remove the MSR Module, press the button on the side of the Top Lid to allow the Top Lid to lift open.

2



STEP 2 Undo the Latch Swell to disengage the green tray.

3



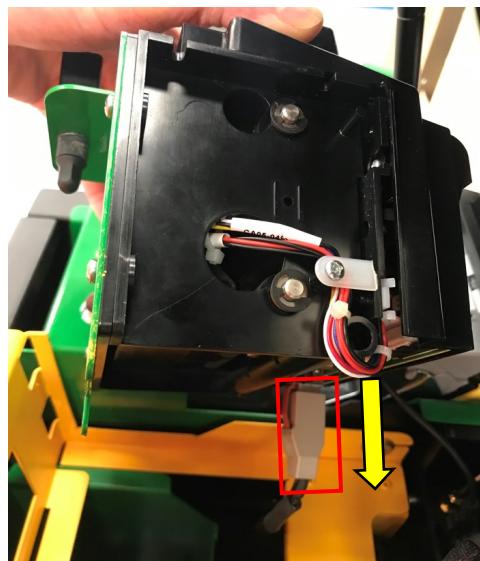
STEP 3 Remove the MSR Module from the peripheral tray.

Chapter 4 - MSR

Replacing the MSR Module

CAUTION: Servicing of this product or unit is to be performed by trained service personnel only.

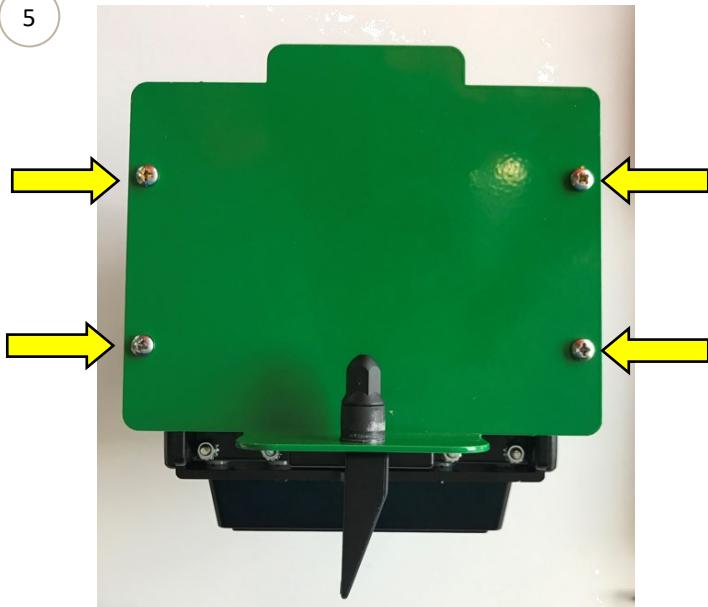
4



STEP 4 Tilt the MSR Module to access the Power connector located behind the MSR Module.

Unplug the power connector.

5



STEP 5 Remove & retain 4x Pan Head Screws fastening the MSR Module to the green tray.

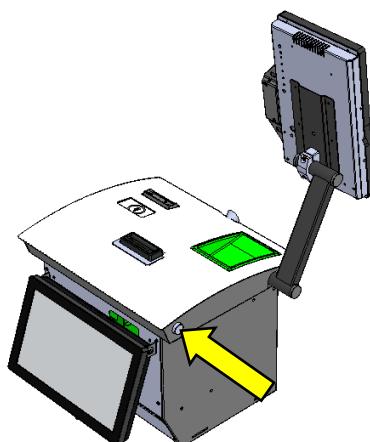
To re-install the replacement MSR Module, follow Steps 1 to 5 in reverse.

Chapter 5 - BNA Module

Replacing the BNA Module

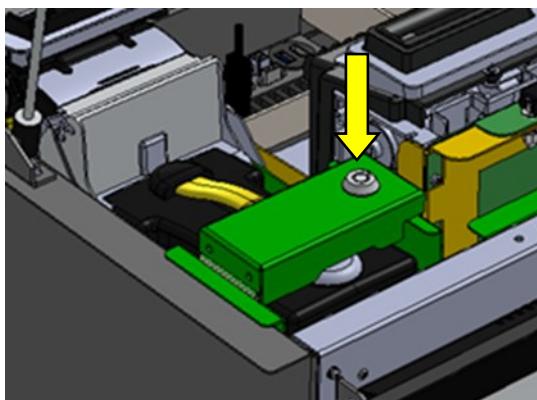
CAUTION: Servicing of this product or unit is to be performed by trained service personnel only.

1



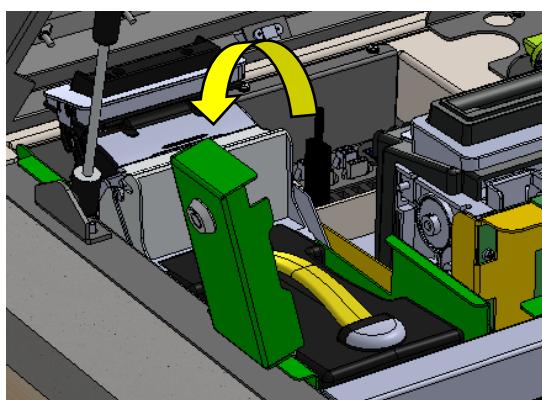
STEP 1 To remove the BNA Module, press the button on the side of the Top Lid to allow the Top Lid to lift open.

2



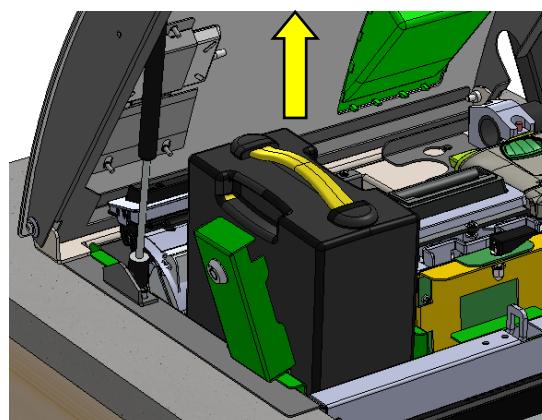
STEP 2 Unlock the BNA Lock Bracket using the key provided.

3



STEP 3 Swing open the BNA Lock Bracket.

4



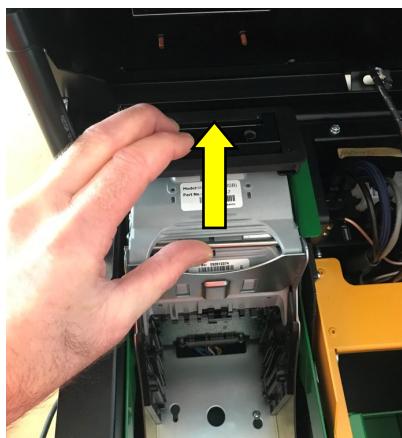
STEP 4 Pull the yellow handle of the BNA Cash Box from the BNA Bracket.

Chapter 5 - BNA Module

Replacing the BNA Module

CAUTION: Servicing of this product or unit is to be performed by trained service personnel only.

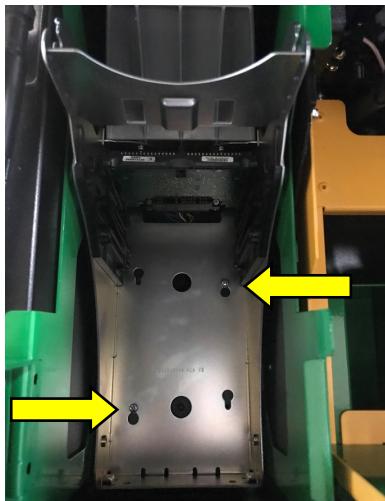
5



STEP 5 Hold the Bill Validation Module and gently lift the steel rod upwards to disengage & remove from the BNA Bracket.

Note: Remove the Bill Validation Module by gently guiding the small tabs on the Module past the slots on the BNA Bracket.

6



STEP 6 Remove & retain 2x Pan Head Screws fastening the BNA Mount Bracket to the base.

7



STEP 7 Re-close the BNA Lock Bracket and lock.

8



STEP 8 Hold the BNA Lock Bracket as shown.

Chapter 5 - BNA Module

Replacing the BNA Module

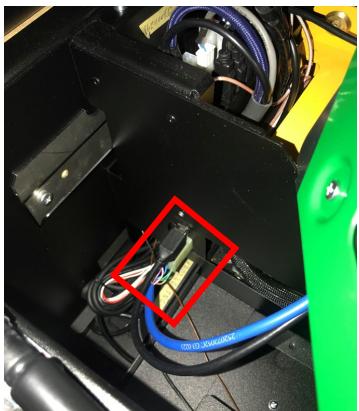
CAUTION: Servicing of this product or unit is to be performed by trained service personnel only.

9



STEP 9 Lift & tilt the BNA Mount Bracket upwards to clear the underside of the Top Lid & Kiosk Main Frame.

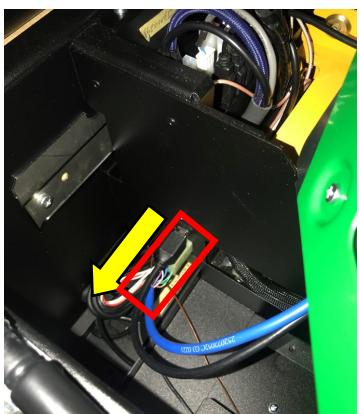
10



STEP 10 Removal of the BNA Mount Bracket will stop once the slack on the BNA looms is reached.

Place the BNA Mount Bracket on its side to access the 2x plugs connected to the USB Hub.

11



STEP 11 Remove 2x plugs from the USB Hub.

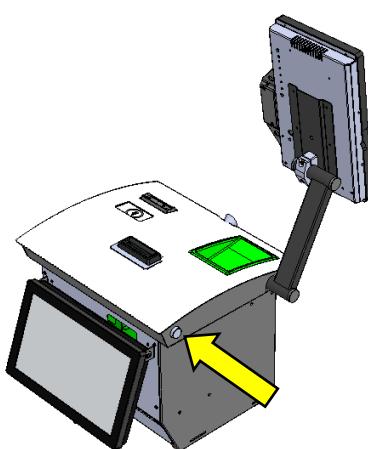
To re-install the replacement BNA Module, follow Steps 1 to 11 in reverse.

Chapter 6 - BNA Bill Validation

Replacing the Bill Validation Module

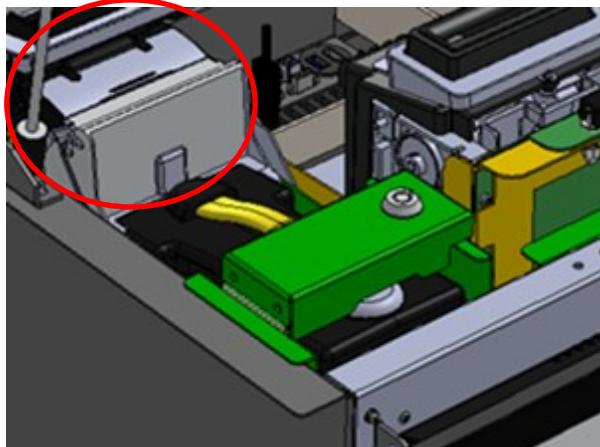
CAUTION: Servicing of this product or unit is to be performed by trained service personnel only.

1



STEP 1 To remove the Bill Validation Module, press the button on the side of the Top Lid to allow the Top Lid to lift open.

2



STEP 2 The Bill Validation Module is in the LH side of the Kiosk, behind the BNA Cash Box.

3



STEP 3 Hold the Bill Validation Module and gently lift the steel rod upwards to disengage & remove from the BNA Bracket.

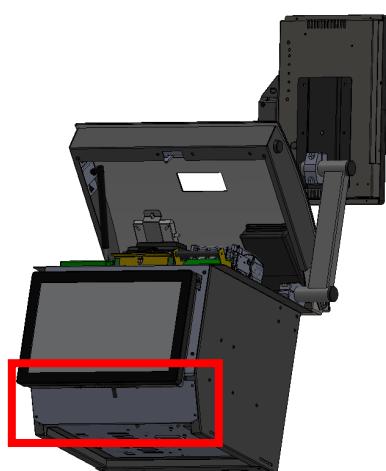
Note: Remove the Bill Validation Module by guiding the small tabs on the Module past the slots on the BNA Bracket.

To re-install the replacement Bill Validation Module, follow Steps 1 to 3 in reverse.

Chapter 7 - PC Replacing the PC

CAUTION: Servicing of this product or unit is to be performed by trained service personnel only.

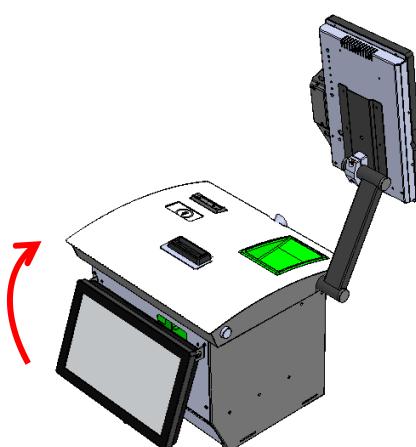
1



STEP 1 The PC is located in the Tray in the bottom of the Kiosk.

Access to the PC Tray is from the Teller side.

2



STEP 2 Re-orientate the Teller LCD Screen upwards to the full horizontal position to allow access to the PC Tray.

3



STEP 3 Remove & retain 4x Pan Head Screws fastening the PC Tray to the Main Frame.

4



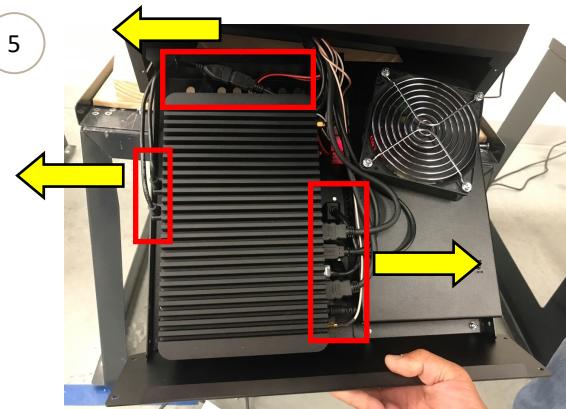
STEP 4 The PC Tray travel is limited by the Main Loom length.

Partially pull out the PC Tray ensuring that there is suitable support under the Tray prior to full removal.

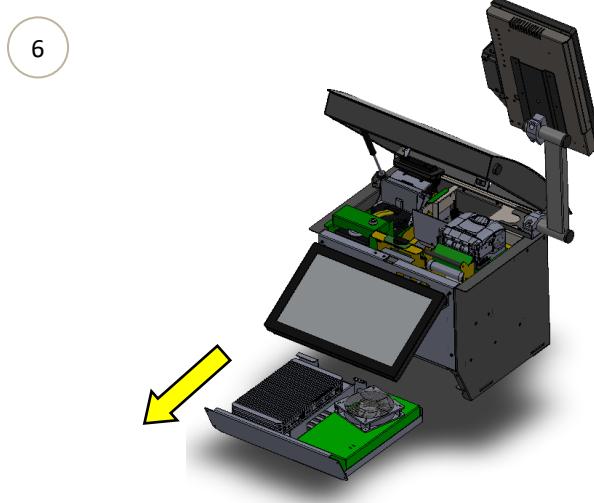
Chapter 7 - PC

Replacing the PC

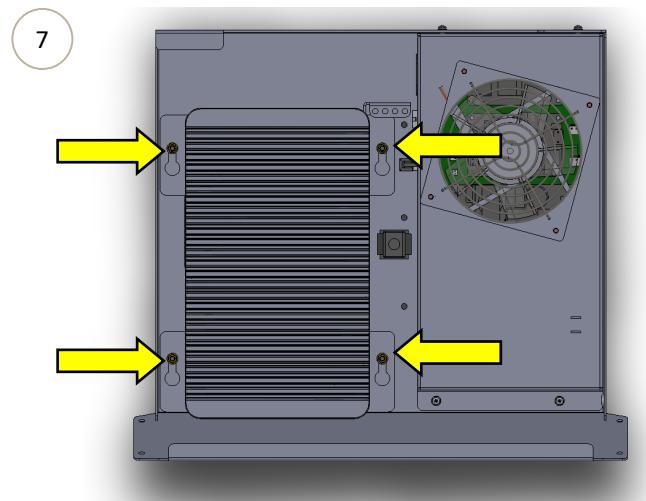
CAUTION: Servicing of this product or unit is to be performed by trained service personnel only.



STEP 5 Disconnect the Main Loom plugs from the PC:
4x USB Loom plugs.
2x HDMI Loom plugs.
3x Power Supply plugs.
2x Ticket Chute Sensor wires.



STEP 6 Once the plugs are disconnected, the PC Tray can be completely removed from the Kiosk.



STEP 7 Remove & retain 4x Nuts fastening the PC to the base.

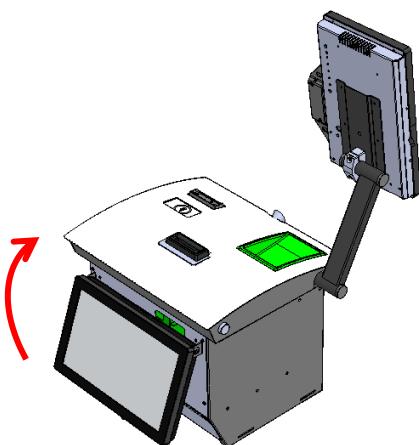
To re-install the replacement PC, follow Steps 1 to 7 in reverse.

Chapter 8 - Teller LCD Screen

Replacing the Teller LCD Screen

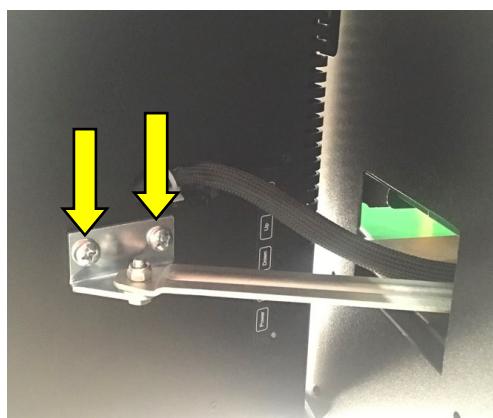
CAUTION: Servicing of this product or unit is to be performed by trained service personnel only.

1



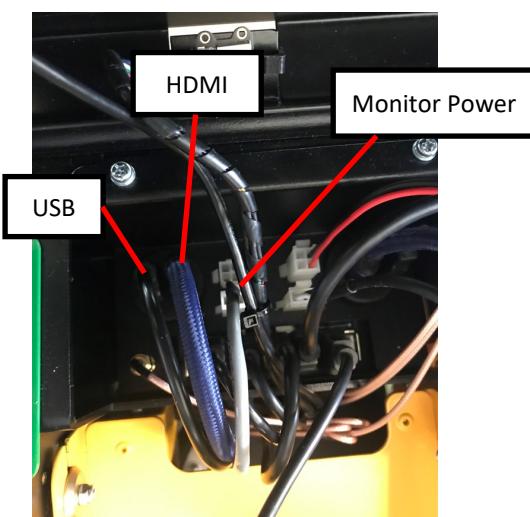
STEP 1 Re-orientate the Teller LCD Screen upwards to the full horizontal position.

2



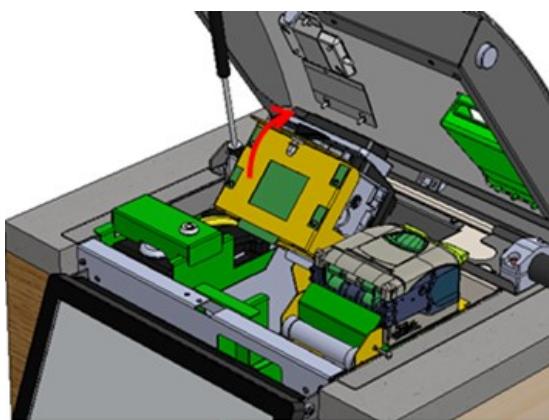
STEP 2 Remove & retain 2x M8 Screws from the Cover Stay attached the Teller LCD Screen.

3



STEP 3 Disconnect 3x LCD Screen Loom plugs into the USB Hub.

4



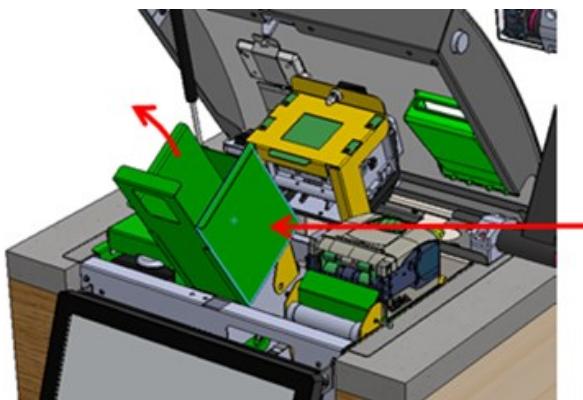
STEP 4 Swing open the Bet Slip Reader Swing Mount.

Chapter 8 - Teller LCD Screen

Replacing the Teller LCD Screen

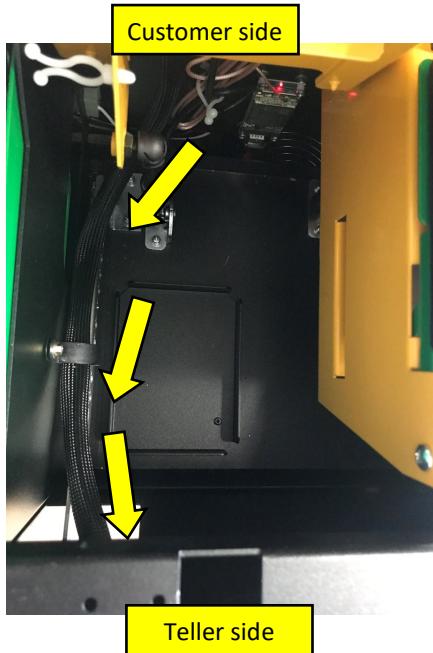
CAUTION: Servicing of this product or unit is to be performed by trained service personnel only.

5



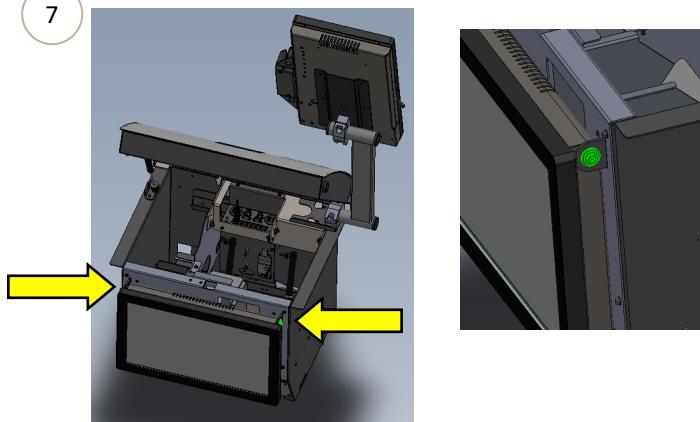
STEP 5 Remove & retain the Betslip Bin.

6



STEP 6 Un-feed the Teller LCD Screen loom from USB Hub, through the Cable Clamp towards Teller side of Kiosk.

7



STEP 7 Support the Teller LCD Screen. Remove & retain 2x Bush Hinge & 2x M6 Pan Head Screws.

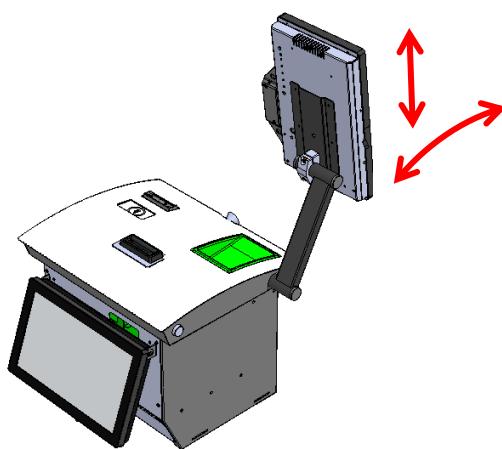
To re-install the replacement Teller LCD Screen, follow Steps 1 to 7 in reverse.

Chapter 9 - Customer LCD Screen

Adjusting the Customer LCD Screen

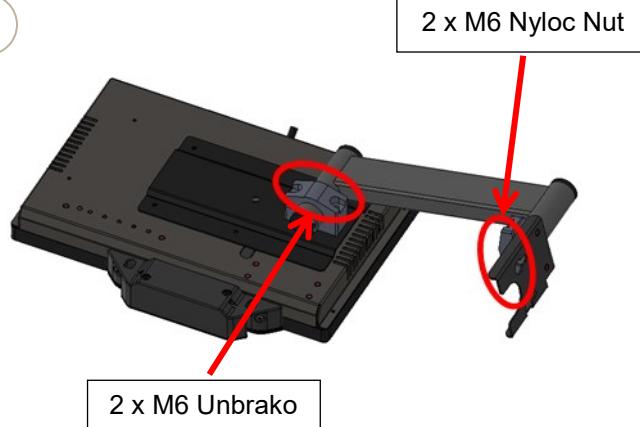
CAUTION: Servicing of this product or unit is to be performed by trained service personnel only.

1



STEP 1 Small adjustments can be achieved for the position of the LCD Customer Screen for angle & height.

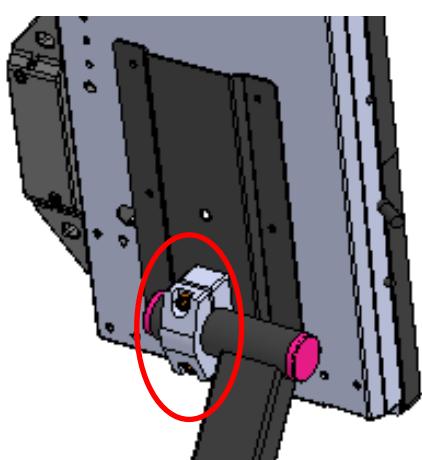
2



STEP 2 LCD Customer Screen adjustment is achieved by loosing the clamping pressure on the Stand Swivel Mounts.

Recommendation is to adjust one Stand Swivel Mount at a time to avoid damage to LCD Screen and Kiosk.

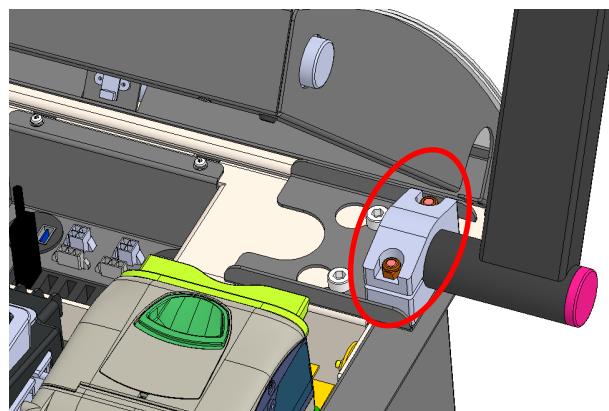
3



STEP 3 Adjust the LCD Customer Screen angle by loosening the 2x M6 Unbrako Bolts at the rear LCD Screen with 5mm Allen Key supplied.

Tighten once correct angle is achieved.

4



STEP 4 Adjust the LCD Customer Screen angle by loosening the 2x M6 Nyloc Nuts on the LCD Stand Arm 10mm Spanner supplied

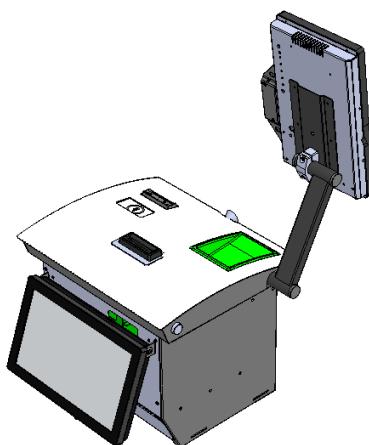
Tighten once correct angle is achieved.

Chapter 9 - Customer LCD SCREEN

Adjusting the Customer LCD Screen

CAUTION: Servicing of this product or unit is to be performed by trained service personnel only.

5



STEP 5 Recheck Customer Screen angle & height.

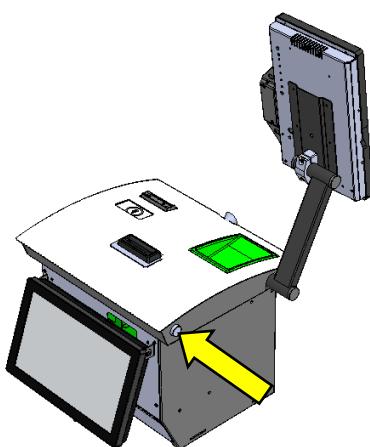
If further adjustment is required, repeat Steps 3 to 5.

Chapter 10 - NFC Reader

Replacing the NFC Reader

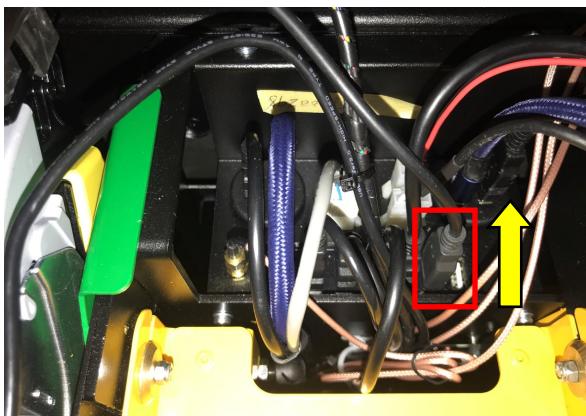
CAUTION: Servicing of this product or unit is to be performed by trained service personnel only.

1



STEP 1 To remove the NFC Reader, press the button on the side of the Top Lid to allow the Top Lid to lift open.

2



STEP 2 Use Side Cutter Pliers to remove the cable ties (where applicable) from the wiring loom back to the USB Port.

3



STEP 3 Remove the NFC Reader USB connector from the applicable USB Port.

4



STEP 4 Remove & retain 2x Nuts and 1x Bracket fastening the NFC Reader from the underside of the Top Lid.

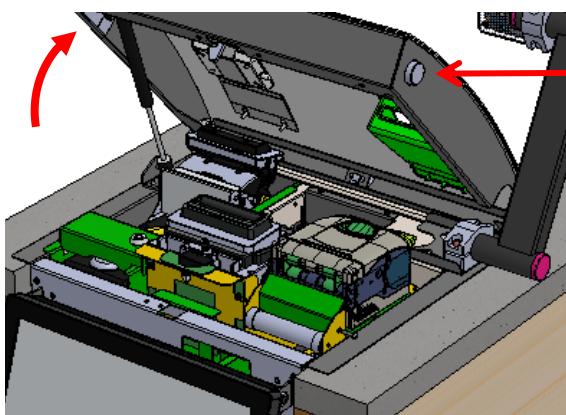
To re-install the replacement NFC Reader, follow Steps 1 to 4 in reverse.

Chapter 11 - Customer LCD Screen

Replacing the Customer LCD Screen

CAUTION: Servicing of this product or unit is to be performed by trained service personnel only.

1



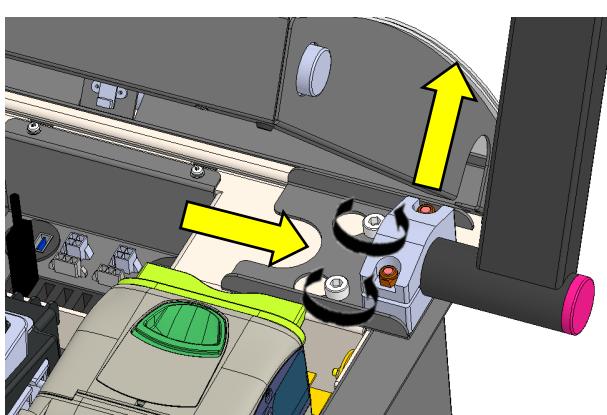
STEP 1 To remove the Customer LCD Screen, press the button on the side of the Top Lid to allow the Top Lid to lift open.

2



STEP 2 Unplug 3x LCD Screen Loom plugs from the USB Hub.

3



STEP 3 Loosen the 2x M8 Button Head Screws to remove the Customer Screen assembly.

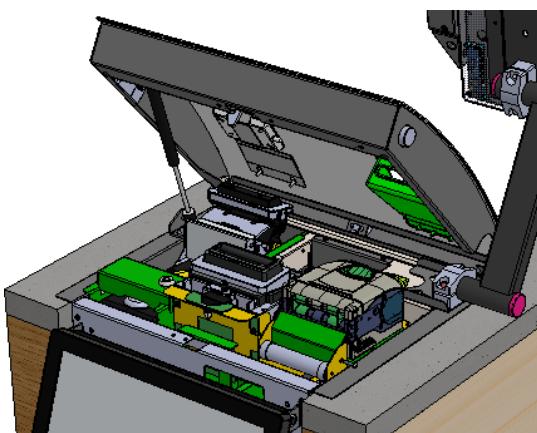
To re-install the replacement Customer LCD Screen, follow Steps 1 to 3 in reverse.

Chapter 12 - Proximity Sensor

Replacing the Proximity Sensor

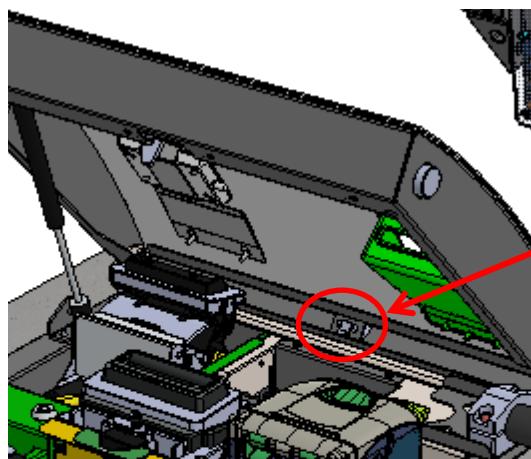
CAUTION: Servicing of this product or unit is to be performed by trained service personnel only.

1



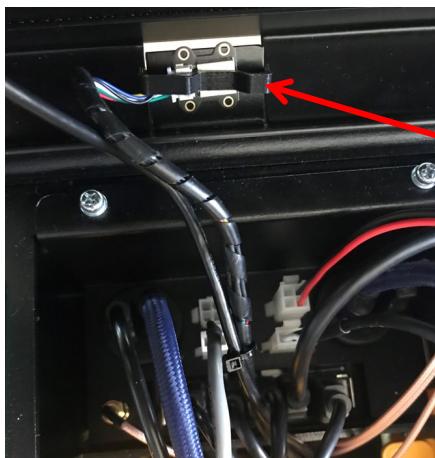
STEP 1 To remove the Proximity Sensor, press the button on the side of the Top Lid to allow the Top Lid to lift open.

2



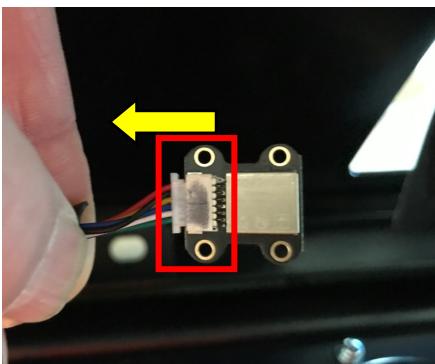
STEP 2 The Proximity Sensor is located in the rear of the Top Lid (when viewed from the Teller side).

3



STEP 3 Unclip the Proximity Sensor from the retainer.

4



STEP 4 Remove the Proximity Sensor from the Top Lid.

Remove & replace the Proximity Sensor.

To re-install the replacement Proximity Sensor, follow Steps 1 to 4 in reverse.

CAUTION: Servicing of this product or unit is to be performed by trained service personnel only.